

ISD Insight

Special points of interest:

- ◆ Learn about OpenAccess, ISD's answer to public access
- ◆ Meet John Mattley, ISD's new Vice President of Sales and Marketing
- ◆ Just how important is communication to ISD? Three times as important as you might think!
- ◆ Hear from Mark Nielsen, ISD's President and CEO

ISD Corporation

California CMS Certification Update

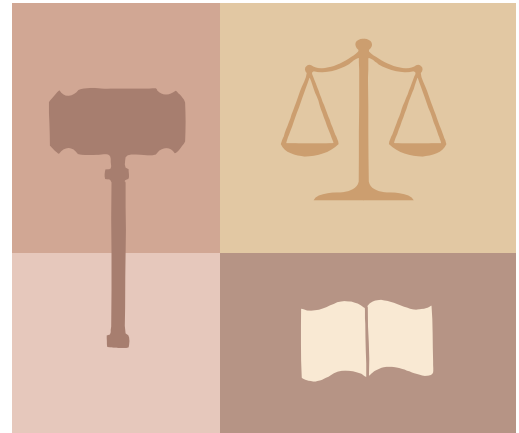
The Tactical Plan for Court Technology, adopted by the Judicial Council on January 26, 2000, provides the policy framework for implementing the council's technology objectives. One of those objectives is the development and implementation of a process to insure courts choose proven technology solutions that meet established state standards. The process of establishing California-specific court case management requirements and then providing a framework for the evaluation of vendor supplied software solutions has come to be known as the "CMS Certification Process."

2002 will prove to be a very important year in the certification process. ISD is fully engaged in the process having recently met with members of our user group and staff from the Administrative Office of the Courts. From these conversations, it appears that JBSIS will be taking a predominate role in the certification process and, while it is not firm at this time, it appears that there will be a JBSIS certification process that must be performed prior to the CMS certification. This revelation elevates JBSIS to "critical path" status within our development efforts.

On March 19th Ron Beach, ISD's Chief Technology Officer, met with the AOC and provided input on state developed technical standards. It was a great meeting and we were encouraged by the fact that the State's intended technology direction maps very well to ISD's plans for software development. Although the items discussed in this meeting will not be part of the 2002 certification process, we are pleased to be included in the technical review.

Based upon information received from the AOC, the 2002 certification timetable sets up like this:

First Eligibility Window:



- ◆ Certification requirements and evaluation scripts available for review by April 8, 2002.
- ◆ Certification requirements/scripts walkthrough on April 18, 2002
- ◆ Vendor certification applications to be received in June (note that JBSIS pre-certification may be required)
- ◆ Certification evaluations in July/August

Second Eligibility Window:

- ◆ Vendor certification applications in September
- ◆ Certification evaluations in October/November

Clearly this will be an aggressive schedule. We learned, during our user group meeting held on March 15th, that there are three certification case type categories:

- ◆ Criminal – Case types of Felony, Misdemeanor, Infractions, and Juvenile Delinquency
- ◆ Family Law – Case types of Family Law, Mental Health, Juvenile Dependency and Probate
- ◆ Civil – All other civil case types.

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To be certified for any category, a vendor must pass certification evaluation for each case type within that category. In order to assist in this effort our users stepped forward and agreed to work with ISD in both the evaluation of the requirements, evaluation scripts, and the April 18th walk-through. The lead counties and their respective assignments are: Juvenile – Riverside County; Civil – San Mateo County; Criminal – Santa Cruz County; Family

Law – Contra Costa County; Traffic – San Bernardino County.

ISD thanks all the counties participating in this very important project. We are committed to success in 2002 and we believe that success is guaranteed through your active participation. With active participation of the user group, our users will gain the maximum benefit of new development performed to meet certification.

If you have questions regarding the certification process please feel free to contact: Ron Beach 909/788-1822 extension 126 or ron.beach@isd-corp.com.

President’s Corner

I was pleasantly surprised by the number of positive comments I received from many of you following the publication of ISD’s first newsletter late last year. These comments verified for me the need for better and more regular communications between ISD and you, our clients. While we have almost daily contact at the operational level on specific questions or problems, there has in the past been a lack of regular dialogue at the higher levels covering where the Court is heading, what ISD is planning, and how we can work in a better partnership in the future. Toward that end, we will continue to publish this newsletter 3-4 times a year, and will look for examples of “best practices” from different clients to share with our user community, as well as outline the future direction of ISD and our prod-

ucts.

I am also excited by the recent User Group meeting that exposed a desire to reinstate a past practice of having “operational” user groups meet to share information at the practical operational level. I look forward to having an active user community at both the Court Executive/IT Director level, as well as at the Supervisor/User level to allow ISD a more holistic view of your needs and how ISD can improve your operations.

As you will see in this issue, ISD has been focused this past year on the California Certification process of the AOC and we anticipate becoming certified later this year. We have responded to the upcoming July requirement for public access to case information through the

introduction of our Open Access product that allows public access to appropriate case information over the Web. We also are fortunate to have added John Mattley as our new VP-Sales who has a long history of Court experience, including as Court Administrator. John’s addition further strengthens ISD’s depth of actual courtroom experience that is unparalleled in other CMS vendors.

Another exciting area of which you will soon be hearing more is ISD’s activities in the arena of electronic filing. We have recently implemented an electronic filing interface between the court and the DA in one of our counties, and we are working with another company in merging their process service and attorney filing service with ISD’s CMS system through a



Mark Nielsen, President & CEO
ISD Corporation

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new eFiling product.

Also, our ePayIt service, which allows the public to pay traffic citations over the web and check for traffic school eligibility, will soon be enhanced with a related module to allow a direct interface between red light cameras and ISD's Case Management System.

Finally, we look forward to seeing you in Portland this July where ISD will be exhibiting at the NACM show. In the in-

terim, I hope to personally meet with many of you as I travel among the courts over the coming months. As always, do not hesitate to contact me if I can be of any assistance or you have any suggestions on how ISD can better assist you.

Mark Nielsen

President & CEO
mark.nielsen@isd-corp.com

"ISD has been focused this past year on the California Certification Process of the AOC and we anticipate becoming certified later this year."

ISD Welcomes Vice President of Sales and Marketing

The new year has brought the promise of many new and exciting changes at ISD. The first of those changes is the addition of John Mattley to the ISD team. Mr. Mattley reported to work January 2nd as ISD's first-ever Vice President of Sales. Having worked as a Court Administrative Officer as well as Director of Information Systems, Mr. Mattley brings with him over twenty-five years of county government experience. Mr. Mattley previously served as Vice President of JALAN, Incorporated of Spokane, WA.

John will assume responsibility for all of ISD's sales and marketing initiatives. It is anticipated that John's addition to the ISD team will strengthen ISD's position in California

and will allow us to aggressively move into other court case management markets on a national level. He has a proven track record of success in the California and National marketplace and is excited to have the opportunity to promote a first-rate product such as ISD's Case Management System.

In the short term, John's focus will be the implementation of sales management processes, evaluating new product offerings, developing strategic VAR agreements, and most importantly getting to know each of ISD's current customers. So, expect to hear from him and please share all your issues and ideas for the improvement of ISD.

With the completion of the new web-enabled Juvenile product right around the corner as well as eFile-it.com and ePay-it.com, ISD's product line continues to grow. ISD's ability to offer end-to-end solutions places us in a unique position in the court case management industry. These are exciting times and John is looking forward to working with all of you to insure our collective success.

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ISD Introduces Solution for Public Access

The topic of public access to trial court records has been a subject of debate for some time now. Questions of who should

rules in detail. There may be some items open to interpretation and we intend to develop consensus on those issues with the help of our User Group.

security is defined at the user level, the court has the flexibility to use this product to provide access to local attorneys and grant them access to additional information.

Party Name	Type	Case Name	Category	Case Number	Filed
JACKSON, ALEXANDER	Defendant	HOWARD VS JACKSON	SMALL CLAIMS (USE SCP)	03000002	11/10/1997
JACKSON, ANDREW WILBUR	Plaintiff	PALACIO VS RAUB	PI (MV) Property Damage	00066728	02/10/1992
JACKSON, ANDREW WILBUR	Plaintiff	JACKSON VS RAUB	P.I.-Motor Vehicle	00066728	04/17/1992
JACKSON, ANDREW	Defendant	FEDERAL HOME LOAN VS. ZAMARRIPA	Lit Civil Unlawful Detainer <40,000.00	00000948	09/17/1998
JACKSON, ANNE	Petitioner	JACKSON VS DAVIS	Jurisdiction Prohibiting Hearing	00000929	07/20/1994
JACKSON, ANTOINE E	Defendant	CALIFORNIA BUSINESS BUREAU VS ANTOINE E JACKSON	Muni Court/General Civil/Collection	00007008	08/05/1994
JACKSON, ARTHUR	Respondent	PARK MANAGEMENT & INVESTMENT INC ETC VS ARTHUR JAC	Municipal Court - Petition for Abandonment	00007002	02/01/1994

Civil Name Search retrieves the name and summary information on selected names.

have access, how access should be accomplished, and what information should be made available were key threshold issues. Operating under the authority granted by Code of Civil Procedure section 1010.6, the Judicial Council has adopted a set of rules to provide some clarity and direction to this thorny issue. Effective July 1, 2002 Rules 2070-2074 become operative. Taken collectively, they provide the basic framework and identify the specific trial court records that are required to be made available to the public. Any court that maintains court records in electronic form must provide access to those records both remotely and at the courthouse, to the extent it is feasible to do so. We have reviewed these

In anticipation of this new set of requirements, ISD has developed its OpenAccess product. OpenAccess was designed to provide a web-based interface into the ICMS case management system increasing system accessibility, ease of use, and system availability through a wide area network or the Internet. Cases can be accessed using the calendars or by specifically accessing a case by its case number or the defendant name. Once accessed, case information concerning filed documents and scheduled events (actions) is displayed.

Security is controlled through the use of standard ICMS pass-

To be effective, public access to your records must be easily accomplished. Our browser based presentation makes it possible for the public to gain access to information with ease and, more importantly, no training. By way of example, the civil name search retrieves the name and summary case information on selected cases based upon search criteria supplied by the user.

To begin the drill down process, simply click on the case number and the Register of Actions is displayed containing all docket entries made in ICMS. The date, time and department of each event are shown along with its description. In addition, the action disposition is show as well as a link to any minutes or document images that are available. The operator simply clicks on the minutes link if there are any minutes on the case and the camera icon to see any documents.

Viewed	Date	Action Text	Disposition
N	01/08/1996	NOTICE OF RULING RE: DEFTS MOTION TO DETERMINE PREVAILING PARTY ON CON TRACT TO FIX AMT OF ATTY'S FEES AWARDAABLE FILED	Not Applicable
N	01/03/1996 8:30 AM DEPT 303	MOTION TOFOR FIX ATTORNEY FEES BY JULIA L GENEVY (HEARING) - Minutes	Denied
N	12/21/1995	MEMO OF POINTS & AUTHORITIES IN OPPO TO DEF JULIA GENEVYS MOT TO DET PREV PARTY TO FIX ATTY'S BY PLA.	Not Applicable
N	12/05/1995	MEMO OF COSTS AND DISBURSEMENTS, SUMMARY FILED BY JULIA L GENEVY	Not Applicable
N	12/05/1995	MOTION SET ON 10/30/96 AT 8:30 IN DEPT. 303	Not Applicable
N	12/05/1995	MOTION TO FIX ATTORNEY FEES FILED BY JULIA L GENEVY	Not Applicable
N	12/05/1995 8:30 AM DEPT 303	STATUS CONFERENCE	Vacated
N	11/20/1995	MEMO OF COSTS AND DISBURSEMENTS, SUMMARY FILED BY JULIA L GENEVY	Not Applicable
N	11/20/1995 8:30 AM DEPT 303	HEARING ON DEMURRER TO COMPLAINT OF W C OWNERS ASSOCIATION A NONPROFIT CALIFORN BY JULIA L GENEVY	Vacated
N	11/09/1995	REQUEST FOR DISMISSAL WITHOUT PREJUDICE ENTIRE ACTION FILED	Not Applicable
N	11/09/1995	STATUS RE: DISBURSING - FINANCIAL AMOUNT TRANSFER	Not

The Register of Actions displays all docket entries made in ICMS. The date, time, and department of each event are shown along with its description.

words and the court could decide to use a generic public user ID and password that would path the user directly to the Public access menu. Since

For those users wishing to view individual court calendars, cases for a specific date and department are shown. Specific case detail can then be obtained by clicking on the particular case.

Looking for a solution for pub-

“OpenAccess will provide additional functionality to provide access to your legal community.”



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ISD provides software to improve the management of case information and related professional services to law and justice organizations worldwide.

WE'RE ON THE WEB
WWW.ISD-CORP.COM

Founded in 1981, ISD Corporation has played a pivotal role in developing proven software products for courts throughout the State of California and has successfully addressed the needs of the specific division and departments within those courts.

ISD provides a total solution for design, training implementation, and support of court automation projects. Recognizing that cost effectiveness is key, ISD delivers fully integrated case management systems uniquely tailored to satisfy the specific requirements of each court in a timely manner and within a fixed budget.

The strengths of ISD's product lies first and foremost in our experience. ISD understands the business processes of courts. The company's key support professionals are former California court administrators and administrative employees, whose firsthand knowledge gives them a unique advantage in understanding the issues and challenges courts face today.

ISD uses evolutionary technology and the consistent application of design methodology to ensure usability, scalability, performance, and system security. Proven Oracle, UNIX, and NT technology is combined with new Java and XML standards to make sure your investment continues to keep pace with the newer, Internet-based world.

ISD's Case Management Systems have been proven in the field to improve courtroom workflows and efficiencies, at a total cost below other options. No other CMS vendor has as many successfully installed systems throughout California.

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